



Capabilities Statement

See the Fortuna Tech difference



Meet Fortuna Tech



Hi, welcome to Fortuna Tech

We are a boutique Australian technology & managed services provider, passionate about our customers success.

We are business builders

Fortuna Tech team members are dynamic and forward thinking technology professionals. Passionate about technology, so you don't have to be. The core of Fortuna Tech is people, and making sure technology efforts have a positive impact on how people (our clients) work.

Founded in 2001

Experience good management, versus luck. Fortuna Tech boasts a formidable team which is rich in experience in all aspects of technology.

Company Statement

"People are at the core of what we do. Building a meaningful relationship with a business owner and their team is the first step in transforming any business."

Mike Andrew, Owner of Fortuna Tech

Locations

With headquarters in Sydney, Fortuna Tech has strategic partnerships that give reach to:

- Melbourne
- Brisbane
- Perth
- Adelaide
- Darwin
- Auckland, New Zealand





What our customer's say

"During COVID our business needed to restructure how we operated. As an accounting firm, it was critical we provided up to the minute support for all our clients, whilst also being able to protect and support our team. Working From Home became a real focus. It was great to have Mike and the team at Fortuna Tech there to guide and advise us about how to do this, how to utilise the cloud and how to make it as secure as possible. They were a critical part to us supporting our clients and have changed our business for the long term."

Mark Pinhorn

Owner & Managing Director



"Australia is a big country and we have remote sites Australia wide. IT is a critical part of our business and process, we can't afford failure. With Fortuna Tech as part of our team, we have the confidence to focus on our business and let them ensure we have no down time. Fortuna Tech are critical to our business."

Damian Williams

CEO



Managed IT Services



You'll experience a sense of relief and comfort when it comes to your technology, leveraging managed services that make a difference.

You will have access to your very own in-house technology team. Offering guidance and expertise on installation and upkeep, while also keeping a watchful eye on your system day and night to ensure its security.

Transparent, proactive, 24/7 operations keep you operational, actively searching for risks, viruses and security holes, before they become a problem. If something malicious does get through, we can fix it in a matter of minutes, not days.

One point of truth for all your IT services

No back-and-forth between different providers that don't want to claim responsibility for any system disruption. We take full responsibility for all your IT issues and needs. If you have a problem, we take ownership, ensuring you get back to business sooner.

Ongoing communication so you know where you stand

For many business managers, technology is a necessary function that you only need to think about when something goes wrong. When you join the Fortuna Tech user community, we take care of your entire system, letting you get back to the activities that will make you grow.

Free System Recovery Guarantee *

This is a promise that no other IT provider gives. We guarantee that if your system goes down, we will recover your entire system at no extra cost to you.



Company Values



Our Passion “Passionate about your Business IT... so you don’t have to be !”

 Expect excellence Whether it is our team, vendors, or customers, we expect and maintain a high level of excellence in how we act.	 Taking ownership Never pass the buck. When you raise an issue, be assured that it will be seen through with a solution. As the customer advocate, expect us to hold people to account and owning the problem for you.	 Professionalism A high standard of ethical behaviour, attitude, and personal pride. Our team are proud to represent Fortuna Tech, and ensure the best outcome for our customers.
 Striving for continuous improvement We never stand still. In order for you to stay at the forefront of your industry, you can expect that we are doing the same. Constantly developing skills, qualifications, and personal achievements make this happen. This momentum is why you will realise we are the best at what we do.	 People first Computers don’t call us for help, people do. People are at the forefront of everything we do, building strong, long-lasting relationships. Having the right team to empower and grow to deliver our services.	

Our niche “We take ownership”

Fortuna Tech Minds Education Program

Fortuna Tech’s immersive technology training program designed exclusively for Fortuna Tech’s technical team, empowering them with cutting-edge skills and knowledge to excel in the ever-evolving digital landscape. This closely follows industry recognised courses from leading companies around the world, including Microsoft, CompTIA, cPanel, and 3CX.



Proud implementers of the
Entrepreneurial Operating System





What our customer's say

"As we expanded into government contracts, we found clients were demanding Essential8 compliance, and with no internal IT resources we turned to our current provider Fortuna Tech. They provided an end-to-end implementation of IT policies to align with the standard, provided a dedicated implementation expert and even undertook our audit survey with 3rd party risk assessors. We couldn't recommend them enough."

Oscar Williams

Operations Manager



"Working with Fortuna Tech was an enjoyable and productive endeavour. From the first meeting to the final handover of the finished product, their efficient and effective project management and technical "know how" made sure the project came in within budget and time. The final product will bring benefit for many years to come. We strongly recommend their services and wish them all the best."

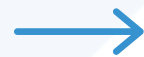
Christian Woerner

Business Project Manager

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We promise to provide



Individually-tailored, managed IT solutions to improve your business, including hardware and software recommendations and procurement.

- Managed services that make a difference to your team and your business
- Proactive Technology advice to improve your processes, reduce costs, and grow your business
- VoIP solutions that drive communications in your business
- Transparent, proactive, 24/7 operations and support
- State of the art cloud solutions keeping you at the forefront of technology and efficiency
- Bespoke solutions for specific needs. Custom software and website development
- Business grade internet that doesn't fail when you need it most
- Collaboration tools to keep you and your team productive, from anywhere, at any time
- Peace of mind compliance, when leading cyber security solutions that don't disrupt your workplace
- Insights into your business, unlocking data analytics, productivity measurements and performance dashboards
- A single touchpoint for all technology, streamlining your time and effort
- Business building strategic advisory





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